



AMERICAN EMBASSY  
MANILA

# VACANCY ANNOUNCEMENT

ANNOUNCEMENT NUMBER: 2014 - 069

**OPEN TO:** All Interested Candidates / All Sources

**POSITION:** Federal Benefits Claims Examiner

**OPENING DATE:** July 18, 2014

**CLOSING DATE:** August 01, 2014

**WORK HOURS:** Full-time; 40 hours/week

**SALARY:** **Trainee Level**  
Ordinarily Resident (OR) ₱ 382,034.00 / annum  
(Starting salary); LES-7  
Not-Ordinarily Resident (NOR)  
(Position Grade: FP-7)

After one year of successful training, candidates may be promoted to the next grade level of LES-8; FP6, after two years, they may be promoted to the LES-9, Full Performance Level.

**Full Performance Level**  
Ordinarily Resident (OR) ₱ 557,529.00 / annum  
(Position Grade: LES-9)  
Not-Ordinarily Resident (NOR)  
(Position Grade; FP-5, Step 1-4)

**ALL ORDINARILY RESIDENT (OR) APPLICANTS (See Appendix A) MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.**

The U.S. Embassy in Manila is seeking a Claims Examiner in the Consular Section / Federal Benefits Unit (CON/FBU). The selected candidate must have completed or be able to attend the eight to ten week Foreign Service National Claims Representative training class in Manila, or will not be considered for this position.

## **BASIC FUNCTION OF POSITION**

This is the expert level for Federal Benefits Claims Representatives responsible for developing and processing the full range of the most difficult, complex, and responsible

federal benefits related claims work which frequently requires comprehensive investigations to determine initial and continuing benefit eligibility. The incumbent prepares and submits complete and authoritative final adjudication packages to the Social Security Administration (SSA) for final action. Although the most extensive federal benefits program involves SSA benefits and services, the incumbent is also responsible for any claims work involving the benefit programs of the Department of Veterans Affairs (DVA), the Office of the Personnel Management (OPM), the Railroad Retirement Board (RRB), and the Department of Labor (DOL).

#### **QUALIFICATIONS REQUIRED**

All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.

##### **Trainee Level: FSN-7**

1. **Education:** Completion of at least two years of college or university study in general coursework such as mathematics, history, the arts, social sciences or other courses is required.
2. **Prior Work Experience:** One year of progressively responsible experience in work involving the application of regulatory material along with public contact or other related experience is required.
3. **Language Proficiency:** Level IV (Fluent)  
Speaking/Reading/Writing English and Tagalog Languages are required.
4. **Skills and Abilities:** Ability to develop and maintain a wide variety of outside contacts, especially incident to old investigation work, such as with Embassy staff, local registrars and other local government officials. Ability to use tact and sound judgment in dealing with the public. Ability to work independently. Sound writing and interviewing capabilities. Keyboard skills.

##### **Trainee Level: FSN-8**

1. **Education:** Completion of at least two years of college or university study in general coursework such as mathematics, history, the arts, social sciences or other courses is required.

2. **Prior Work Experience:** Two years of progressively responsible experience in work involving the application of regulatory material along with public contact or other related experience is required.
3. **Language Proficiency:** Level IV (Fluent)  
Speaking/Reading/Writing English and Tagalog Languages are required.
4. **Knowledge:** Have successfully completed the eight to ten week Foreign Service National Claims Representative training class in Manila, Philippines. Expert knowledge of a vast and complex body of applicable laws and regulations, precedents and procedures, such as Title 20, Chapter III, Title 42, Chapter IV and Title 38 of the U.S. Code of Federal Regulations; Title II, XVI and XVIII of the Social Security Act; selected provisions of the Internal Revenue code; various provisions of Public Laws and Statutes; Social Security Rulings; Acquiescence Rulings; the Social Security Program Operations Manual System; and the DVA Handbook for Veteran Benefits Counselors. Expert knowledge of host country laws relating to marriage, divorce, estate and inheritance, adoption, legitimization, social insurance, and banking provisions. Knowledge of federal benefits investigative processes and procedures.
5. **Skills and Abilities:** Ability to develop and maintain a wide variety of outside contacts, especially incident to old investigation work, such as with Embassy staff, local registrars and other local government officials. Ability to use tact and sound judgment in dealing with the public. Ability to work independently. Sound writing and interviewing capabilities. Keyboard skills.

**Full Performance Level: FSN-9**

1. **Education:** Completion of at least two years of college or university study in general coursework such as mathematics, history, the arts, social sciences or other courses is required.
2. **Prior Work Experience:** A minimum of three to five years of progressively responsible experience in work involving the application of complex regulatory material along with extensive public contact or other closely related experience is required.

3. **Language Proficiency:** Level IV (Fluent)  
Speaking/Reading/Writing English and Tagalog Languages are required.
4. **Knowledge:** Have successfully completed the eight to ten week Foreign Service National Claims Representative training class in Manila, Philippines. Expert knowledge of a vast and complex body of applicable laws and regulations, precedents and procedures, such as Title 20, Chapter III, Title 42, Chapter IV and Title 38 of the U.S. Code of Federal Regulations; Title II, XVI and XVIII of the Social Security Act; selected provisions of the Internal Revenue code; various provisions of Public Laws and Statutes; Social Security Rulings; Acquiescence Rulings; the Social Security Program Operations Manual System; and the DVA Handbook for Veteran Benefits Counselors. Expert knowledge of host country laws relating to marriage, divorce, estate and inheritance, adoption, legitimization, social insurance, and banking provisions. Knowledge of federal benefits investigative processes and procedures.
5. **Skills and Abilities:** Ability to develop and maintain a wide variety of outside contacts, especially incident to old investigation work, such as with Embassy staff, local registrars and other local government officials. Ability to use tact and sound judgment in dealing with the public. Ability to work independently. Sound writing and interviewing capabilities. Keyboard skills.

#### **SELECTION PROCESS**

When fully qualified, U.S. Citizen Eligible Family Members (USEFMs) and U.S. Veterans are given preference. Therefore, it is essential that the candidate specifically address the required qualifications above in the application.

#### **ADDITIONAL SELECTION CRITERIA**

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.

4. Currently employed US Citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.

5. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment unless currently hired into a position with a When Actually Employed (WAE) work schedule.

6. The candidate must be able to obtain and hold appropriate security clearance.

#### **TO APPLY**

Interested candidates for this position must submit the following for consideration of the application:

1. Universal Application for Employment (UAE) as a Locally Employed Staff or Family Member ([DS-174](#)); **or**

2. A combination of both; i.e. Sections 1 - 24 of the UAE along with a listing of the applicant's work experience attached as a separate sheet; **or**

3. A current resume or curriculum vitae that provides the same information found on the UAE (*see Appendix B below for more information*); **plus**

4. Candidates who claim US Veterans preference must provide a copy of their Form DD-214 with their application. Candidates who claim conditional US Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application.

5. All Ordinarily Resident (OR) applicants must submit a copy of proof of their work and/or residency permits to be eligible for consideration (e.g. Alien Certificate of Registration, Immigrant Certificate of Registration).

6. Any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above.

**SUBMIT APPLICATION TO**

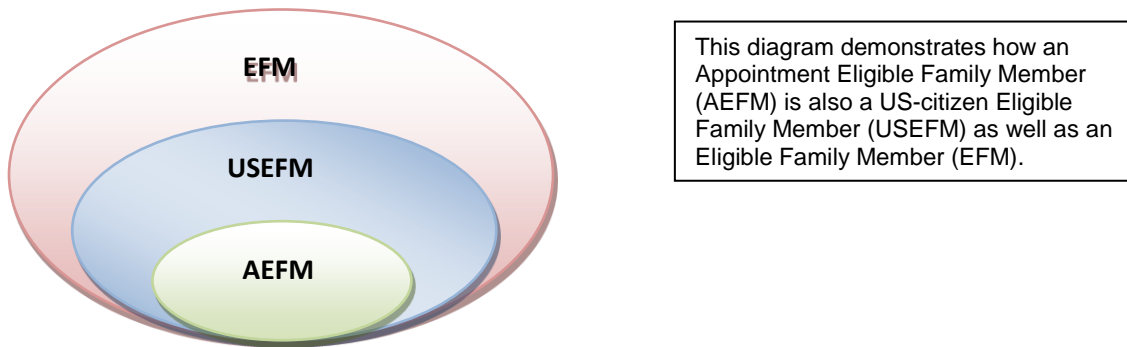
Human Resources Office  
New Office Annex Building,  
United States Embassy Manila  
1201 Roxas Blvd, Manila  
Telephone: (632)301-2000 ext. 2059  
Fax: (632)301-2376, Attention: HR Office  
E-mail: [hrmanila@state.gov](mailto:hrmanila@state.gov) (Indicate Vacancy Announcement Number  
in the subject. Please send as Microsoft Word, Adobe PDF, or  
JPEG attachment)

**CLOSING DATE FOR THIS POSITION: August 01, 2014**

The US Mission in Manila provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

## Appendix A DEFINITIONS



1. **Eligible Family Member (EFM):** An individual related to a US Government employee in one of the following ways:

- Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#));
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
- Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.

2. **U.S. Citizen Eligible Family Member (USEFM):** For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:

- US Citizen; and,

- EFM (see above) at least 18 years old; and,
- Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:
  1. Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; or
  2. Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.

3. **Appointment Eligible Family Member (AEFM):** EFM (see above) eligible for a Family Member Appointment for purposes of Mission employment:

- Is a U.S. citizen; and
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) or a child of the sponsoring employee who is unmarried and at least 18 years old; and
- Is listed on the travel orders or approved Form OF-126, Foreign Service Residence and Dependency Report, of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad at a U.S. mission, or at an office of the American Institute in Taiwan (AIT), and who is under chief of mission authority; and
- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, office of the American Institute in Taiwan.
- Does not receive a Foreign Service or Civil Service annuity

4. **Member of Household (MOH):** An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:

- Not an EFM; and,
- Not on the travel orders of the sponsoring employee; and,
- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the



Department's current legal and statutory definition of family member. A MOH does not have to be a US Citizen.

5. **Not Ordinarily Resident (NOR)** - An individual who:

- Is not a citizen of the host country; and,
- Does not ordinarily reside (*OR*, see below) in the host country; and,
- Is not subject to host country employment and tax laws; and,
- Has a US Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

6. **Ordinarily Resident (OR)** - A Foreign National or US citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,
- Is subject to host country employment and tax laws.

EFMs without US Social Security Numbers are also OR. All OR employees, including US citizens, are compensated in accordance with the Local Compensation Plan (LCP).

## **Appendix B**

If an applicant is submitting a resume or curriculum vitae, s/he must provide the following information equal to what is found on the UAE.

### **Failure to do so will result in an incomplete application.**

- A. Position Title
- B. Position Grade
- C. Vacancy Announcement Number (if known)
- D. Dates Available for Work
- E. First, Middle, & Last Names as well as any other names used
- F. Date and Place of Birth
- G. Current Address, Day, Evening, and Cell phone numbers
- H. U.S. Citizenship Status (Yes or No) & status of permanent U.S. Resident (Yes or No; if yes, provide number)
- I. U.S. Social Security Number and/or Identification Number
- J. Eligibility to work in the country (Yes or No)
- K. Special Accommodations the Mission needs to provide
- L. If applying for position that includes driving a U.S. Government vehicle, Driver's License Class / Type
- M. Days available to work
- N. List any relatives or members of your household that work for the U.S. Government (include their Name, Relationship, & Agency, Position, Location)
- O. U.S. Eligible Family Member and Veterans Hiring Preference
- P. Education
- Q. License, Skills, Training, Membership, & Recognition
- R. Language Skills
- S. Work Experience
- T. References

Approved:HR:Joseph Bedessem  
Cleared:CON/FBU:Darrin Morgan  
Cleared:FMC:Jeffrey Searce  
Drafted:HR:NCB/wel

